

**POLICE SUPPORT SERVICES SPECIALIST II****DEFINITION:**

Under general supervision, is a civilian employee who receives emergency telephone calls from the public and dispatches appropriate services and performs a variety of technical law enforcement services to the community.

**CLASS CHARACTERISTICS:**

This is a civilian law enforcement classification. Principal duties of this class include staffing the police communications center and Public Safety Answering Point to receive and dispatch local emergency calls for service, refer and coordinate response to emergency calls with other appropriate emergency service agencies, and provide dispatching support to other city departments during non-business hours. In addition, this classification performs other technical duties including taking police reports over the phone, maintaining certain automated police information systems and assists officers in processing prisoners. A significant degree of technical skill and independent judgement is required of incumbents to develop, maintain, and successfully perform in a community oriented, problem solving approach to policing.

Police Support Services Specialist II's who have completed their probation and developed necessary skills may become involved on a rotational basis with a variety of non-hazardous, and potentially hazardous, law enforcement duties. These may include non-investigative reporting, vehicle abatement, transportation code enforcement evidence collection and processing, crime prevention and other duties which support sworn officers.

**IMPORTANT AND ESSENTIAL DUTIES:**

1. Receives emergency calls from the public requesting police, fire, medical or other emergencies.
2. Dispatches police, fire, ambulance or other appropriate assistance in accordance with established procedures.
3. Monitors status of officers in the field and other law enforcement and emergency service agencies.
4. Relays information retrieved from information sources to officers in the field
5. Answers non-emergency calls for service, takes required police reports over the phone, and provides appropriate information or contacts the appropriate agency.
6. Enters and retrieves data from automated law enforcement information systems.

## **Police Support Services Specialist II**

### **IMPORTANT AND ESSENTIAL DUTIES: (continued):**

7. Maintains logs and files of calls and work performed.
8. Maintains accurate records.
9. Greets the public at the police desk and provides requested information and services.

### **EXAMPLES OF SPECIAL ASSIGNMENT DUTIES:**

10. Assist officers in selected non-hazardous, and potentially hazardous, field duties such as completion of police reports, directing traffic, parking enforcement, transportation, abandoned vehicle abatement, code enforcement, etc.
11. Assist officers in certain investigative tasks and the identification collection and storing of evidence.
12. Assist in selected crime prevention programs.
13. Designated to provide training to newly hired Police Support Services Specialists.
14. Provide structured training to department personnel in the use of state and national computer systems as mandated by the Department of Justice.

### **OTHER JOB RELATED DUTIES:**

15. Performs other non-sworn support duties such as, but not limited to, assisting officers in processing prisoners, contacting and interviewing crime victims.
16. Performs other related job duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

1. Standard communications principles and methods for public service dispatch activities.
2. Standard office procedures and methods, including filing and the operation of common office equipment.
3. Basic law enforcement terminology and concepts.
4. Telephone communications techniques for dealing with varied groups of people particularly in emergency situations.

## **Police Support Services Specialist II**

### **QUALIFICATIONS: (continued)**

#### **Skill in:**

1. Communicating verbally in a clear and effective manner.
2. Obtaining information from hostile or traumatized individuals in emergency situations.
3. Handling multiple activities simultaneously while maintaining attention to detail.
4. Understanding and following oral and written directions.
5. Exercising sound, independent judgement within established guidelines.
6. Performing varied civilian support services in an efficient and effective manner.
7. Maintaining accurate records and preparing clear and concise reports and materials.
8. Operating a computer keyboard at sufficient speed and with sufficient accuracy (40 net words per minute) to enter data into an on-line computer system.
9. Establishing and maintaining effective working relationships with those contacted in the course of the work.

#### **Ability to:**

1. Operate radio and telephone equipment, following departmental and F.C.C. regulations.
2. Quickly learn the policies, procedures and performance standards pertaining to the work.
3. Think and act quickly in emergencies and evaluate situations and people accurately.
4. Learn to operate automated police information systems.
5. Learn to perform various law enforcement support work.

### **OTHER REQUIREMENTS:**

1. Graduation from high school or equivalent.
2. Must be willing to work various hours, rotating shifts, weekends and holidays. Police Support Services Specialist II's designated to special assignments may be required to work flexible schedules.
3. One year of either dispatching, preferably in the public safety setting, or providing clerical or technical support services to law enforcement personnel.

## Police Support Services Specialist II

### OTHER REQUIREMENTS: (continued)

4. Must be able to meet state standards for accessing criminal history information as determined by a comprehensive background and psychological examination.
5. Those designated for special assignments must possess a valid California Drivers License and have a satisfactory driving record.

### PHYSICAL DEMANDS:

1. Standing: Police Support Services Specialists stand while taking police reports, communicating with citizens at the front counter, and also in the scope of confirming warrants at the warrant index file. Standing is also required when assisting in booking prisoners in a jail or detention facility or while contacting citizens during the normal course of duty. They also stand while performing vehicle abatement duties and in the course of maintaining property and evidence room.
2. Walking: They walk while in the police facility on police business such as filing a report, attending briefings or during training programs. Police Support Services Specialists walk to and from a home, business or other site where they are performing field duties.
3. Sitting: Police Support Services Specialists spend a great deal of time sitting for long periods of time while performing dispatch duties. The majority of their time is spent in this manner. They may sit in a vehicle for extended periods while performing field duties. They also sit while conducting training or performing office tasks and report writing at the police facility.
4. Stooping/Bending: Stooping and bending are necessary in the scope performing duties in the dispatch center. Due to the amount of electronic, radio and computer equipment in the center the majority of book and manual shelves are below waist height. Stooping and bending may also be required while assisting with processing prisoners or while performing field duties such as evidence collection and assisting in the investigation of other incidents.
5. Lifting: On occasion it might be necessary to assist a Police Officer in carrying a prisoner. Police Support Services Specialists may have to lift items of evidence or recovered stolen property such as television sets, computers, stereos, bicycles etc.
6. Carrying: This would be the same as lifting. Police Support Services Specialists may be required to carry moderately heavy objects while working on special assignments such as property and evidence.
7. Pushing/Pulling: Police Support Services Specialists may find it necessary to push and pull large manuals in and out of below waist level book cases while in a standing and/or in a sitting position. Pushing and pulling may also be required while working on special assignments processing property or evidence and vehicle abatement.
8. Balancing: Police Support Services Specialists may find it necessary to maintain balance

**PHYSICAL DEMANDS: (continued)**

while reaching for and placing items on storage shelves or book cases.

9. Climbing: Climbing small ladders or foot stools may be necessary when reaching for and placing items on storage shelves, book cases, or filing cabinets. Climbing stairs would be necessary to access all parts of the police facility.
10. Twisting/Turning: Police Support Services Specialists will be required to twist and turn almost continually when working in the communication center, usually from a sitting position. Twisting and turning would also be required when assisting in booking and searching prisoners.
11. Kneeling: Kneeling would be necessary to maintain function ability of computer printers, and retrieve and replace resource material from low level book shelves. Kneeling may also be required while assisting in booking and searching prisoners, while collecting property and evidence, or during other field duties.
12. Reaching: Police Support Services Specialists will be required to reach during the operation of radio equipment in the communications center. Reaching would be necessary to retrieve and replace resource material from low level book shelves.
13. Manual Dexterity: It is necessary for Police Support Services Specialists to handle radio transmissions, telephones, foot pedal transmitters, and typing at computer keyboards at the same time.
14. Speed: Police Support Services Specialists work at their own pace. However, when receiving emergency calls for service, reaction time is essential. These types of calls are most often life threatening and require that appropriate emergency equipment be selected and dispatched within one minute. During emergency conditions, Police Support Services Specialists must respond to multiple calls for service and increased radio traffic. This may place extraordinary physical demands on the Police Support Services Specialist to maintain efficient and acceptable performance..
15. Talking/Hearing: It is essential for Police Support Services Specialists to have the ability to talk and hear normally since they must be in constant communication on the radio with police officers and on the telephone with citizens requesting police or fire service. They need to know the police radio code system and have the ability to listen and write and/or type at the same time.
16. Seeing: Good vision is a requirement of the job. Police Support Services Specialists need to be alert at all times for any visual trouble alarms that may show on the radio equipment console. A full spectrum of color vision is required to differentiate illuminated colored trouble alarms.
17. Running: Running is seldom required of any duty of the Police Support Services Specialist.

**PHYSICAL DEMANDS (continued)**

18. Pushing with Feet: Pushing with feet may be required while working in the communications center. All chairs in the center are on wheeled bases. It is necessary to be able to push or propel the chair with your feet while moving about the communications center during the normal course of duties.

**ENVIRONMENTAL CONDITIONS:**

1. Police Support Services Specialists are usually assigned to communications work in doors. Special assignments or emergency situations may require Police Support Services Specialists to work out of the communications trailer.
2. Temperature / Weather: Police Support Services Specialists assigned to special assignments can be exposed to all types of weather conditions. They may be exposed to very cold, damp or wet conditions outside at night or very hot and dry conditions during the day. Police Support Services Specialists assigned to the communications center work exclusively in a temperature controlled environment and out of inclement weather except in the event of emergency or special event which would require service officers to work out of the communications trailer.
3. Noise/Vibration: Police Support Services Specialists are exposed to the noise of the police radio as well as telephones and various alarms at all times.
4. Hazards:
  - a. Electrical: Working with equipment requires constant diligence in reporting wire breaks, malfunctions, and any liquid spills, which may result in electrical shock.
  - b. Mechanical: Working special assignments may require Police Support Services Specialists to perform traffic related duties. There is a possibility of being hit by an automobile while directing traffic.
  - c. Explosives: Police Support Services Specialists seldom, if ever, work in an environment involving explosives.
  - d. Other: Police Support Services Specialists may come into contact with a variety of unknown drugs which may enter the system by inhalation or through skin pores. While working special assignments, they may also be exposed to contagious diseases through contact with infected persons. Diseases may be transmitted to Police Support Services Specialists by exchange of body fluids, such as during prisoner processing and collecting urine and blood samples for evidence, as well as handling blood stained clothing as evidence. They may also be physically injured while assisting officers with suspects or prisoners.

## **Police Support Services Specialist II**

### **ATMOSPHERIC CONDITIONS:**

1. Fumes: Police Support Services Specialists may be exposed to fumes from illegal drug paraphernalia booked into evidence .
2. Mist: Police Support Services Specialists may be exposed to early morning mist while working special assignments.
3. Gases: Police Support Services Specialists may be exposed to the odor of gasoline while refueling a vehicle. Police Support Services Specialists may be trained to carry tear gas or pepper spray in conjunction with special assignments.
4. Ventilation: Police Support Services Specialists assigned to the communications center are required to work in a small area with mechanical ventilation.
5. Odors: Police Support Services Specialists assigned to evidence/property may be exposed potentially hazardous odors from illegal crime lab paraphernalia.
6. Dust: Police Support Services Specialists are exposed to normal and environmental dust throughout their careers.

### **FLOOR SURFACES:**

1. Police Support Services Specialists stand on a variety of surfaces while performing their jobs. These include cement, linoleum, tile, carpet, asphalt, uneven dirt fields, and gravel among others.

### **MACHINES/TOOLS/EQUIPMENT UTILIZED/HANDLED:**

1. Vehicle
2. Communications Trailer
3. Motorola Centracom II radio equipment
4. Dictaphone recorder
5. Portable two-way radios
6. Various weapons and sharp objects
7. Facility surveillance camera & recording equipment
8. Keys to a variety of city locks
9. Report forms, pencils and pens
10. Car and station computers/printers
11. Copy machines
12. Fax machines
13. Citation books
14. Tape recorders/video cameras
15. Chemical agent weapons
16. Gasoline pumps
17. Misc. Office equipment